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#08200: Customer Satisfaction - Engine Oil Pan Drain Plug Thread Insert Loose or Damaged- Inspect/Install New Insert - (Jun 25, 2008)

08200 -- Engine Oil Pan Drain Plug Thread Insert Loose or Damaged - Inspect/Install New Insert

Models: **2008 Chevrolet Cobalt, Cobalt SS, HHR, HHR SS, Malibu, Malibu Hybrid**

2008 Pontiac G5, G6, Solstice, Solstice GXP

2008 Saturn Aura, Aura Hybrid, SKY, SKY Redline, VUE, VUE Hybrid

Equipped with 2.0L, 2.4L 4-Cylinder (RPO LNF, LAT, LE5 - VIN X, 5, B) Engine

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THIS PROGRAM IS IN EFFECT UNTIL JUNE 30, 2009.

Condition

Certain 2008 model year Chevrolet Cobalt, Cobalt SS, HHR, HHR SS, Malibu, Malibu Hybrid; Pontiac G5, G6, Solstice, Solstice GXP; Saturn Aura, Aura Hybrid, SKY, SKY Redline, VUE and VUE Hybrid vehicles, equipped with a 2.0L or 2.4L 4-Cylinder (RPO LNF, LAT, LE5 - VIN X, 5, B) engine, may have an undersize engine oil pan drain plug thread insert that will be installed too far into the oil pan hole, or will come out with the drain plug when it is removed. This condition could result in poor or no retention of the drain plug when it is reinstalled in the course of an engine oil change.

Important: This program will expire on *June 30, 2009* because these vehicles should have had the first oil change by that time.

Correction

Dealers/retailers are to inspect and, if necessary, replace the engine oil pan drain plug thread insert with a new insert.

Vehicles Involved

Involved are *certain* 2008 model year Chevrolet Cobalt, Cobalt SS, HHR, HHR SS, Malibu, Malibu Hybrid; Pontiac G5, G6, Solstice, Solstice GXP; Saturn Aura, Aura Hybrid, SKY, SKY Redline, VUE, VUE Hybrid, equipped with a 2.0L or 2.4L 4-Cylinder (RPO LNF, LAT, LE5 - VIN X, 5, B) engine and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Cobalt	87278892	87301543
2008	Chevrolet	Cobalt SS	87296360	87335873
2008	Chevrolet	HHR	8S656180	8S711330
2008	Chevrolet	HHR SS	8S677650	8S713009
2008	Chevrolet	Malibu	84234174	84287133
			8F250565	8F282157
2008	Chevrolet	Malibu Hybrid	8F255593	8F258278
2008	Pontiac	G5/Pursuit	87278915	87294889
2008	Pontiac	G6	84252210	84287137
2008	Pontiac	Solstice	8Y128077	8Y129806
2008	Pontiac	Solstice GXP	8Y128738	8Y131465
2008	Saturn	Aura	8F251563	8F262807
2008	Saturn	Aura Hybrid	8F255635	8F258162
2008	Saturn	SKY	8Y128083	8Y129800
2008	Saturn	SKY Redline	8Y128741	8Y133043
2008	Saturn	VUE	8S669041	8S700330
2008	Saturn	VUE Hybrid	8S675678	8S685599

Important: Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers and Canadian Saturn/Saab retailers should use GMVIS.
- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers/retailers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

- US GM and Saturn dealers/retailers - GM DealerWorld Recall Information

- Canadian GM/Saturn dealers/retailers - GMinfoNet Recall Reports

- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Parts Information - GM, Saturn Canada Only

Parts required to complete this program are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Qty / Vehicle
*	Thread Wire Inserts (M12 x 1.75 x 18mm)	1, if required
12605566	Filter, Engine Oil	1, if required
12345610 (US) 00729389 (CN)	Oil, 5W30 Motor	Up to 5 qt (4.73L)
12345885 (US) 10953468 (CN)	Oil, Mobil 1 5W30 Synthetic Motor (Turbo 2.2L)	Up to 5 qt (4.73L)
03536966	Seal, Oil Pan Drain Plug	1, if required

*General Motors recommends the following thread repair kit. Dealerships can purchase an equivalent thread repair kit from a local tool/part supplier.

RECOIL® Thread Repair Kit, P/N 2G940 -- M12 X 1.75 (18mm) from GRAINGER®. This repair kit contains tools and 5 inserts. Dealers may purchase additional inserts locally, or from GRAINGER®, P/N 5VE71 (5-pack of inserts). To find a store near you, go to www.grainger.com. (In Canada, Acklands-Grainger at http://www.acklandsgrainger.com). Claim the cost for inserts under 'Net Item' of the 'Claim Information' table.

We believe this source and their products to be reliable. There may be additional manufacturers of such products/material.

Service Procedure

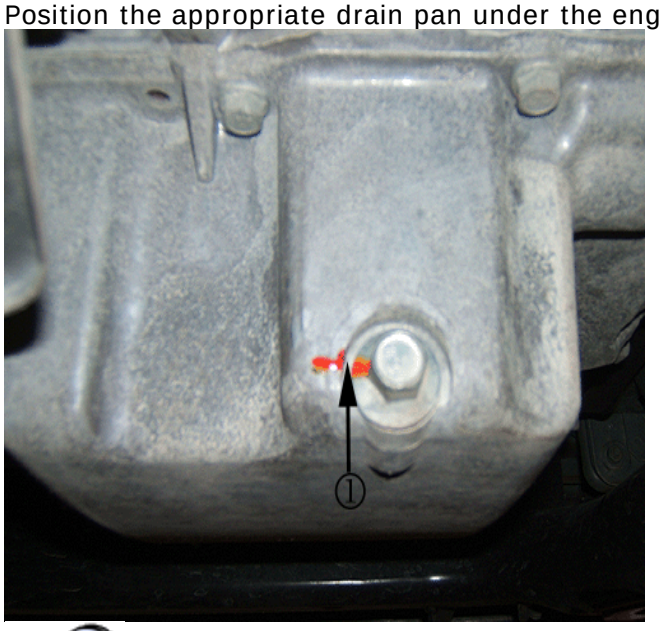
Important: The service procedure contained in this program is different from the service procedure found in the appropriate service manual(s).

Engine Oil Pan Drain Plug Thread Insert Loose or Damaged, Oil Leak (Inspect Insert and Install New Insert, If Necessary)

Inspect the engine oil drain plug thread insert using the procedure below.

1. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.

2. Position the appropriate drain pan under the engine oil pan drain plug.



3. Mark the oil pan drain plug bolt head in relation to the oil pan (1).
4. Loosen the drain plug and count five turns. Can the drain plug be removed after the fifth turn?

    4.1. *For unsold dealer inventory vehicles:* If NO, the thread insert is positioned correctly. Tighten the oil pan drain plug and lower the vehicle.

5. **Tighten**
   Tighten the oil pan drain plug to 25 N·m(18 lb ft).

    4.1. Check the engine oil on the engine oil level indicator and add oil, if necessary, to the normal operating range. No further action is required.

    4.2. *For customer owned vehicles:* If NO, the thread insert is positioned correctly. Perform a complete engine oil and filter change on the customer owned vehicle.

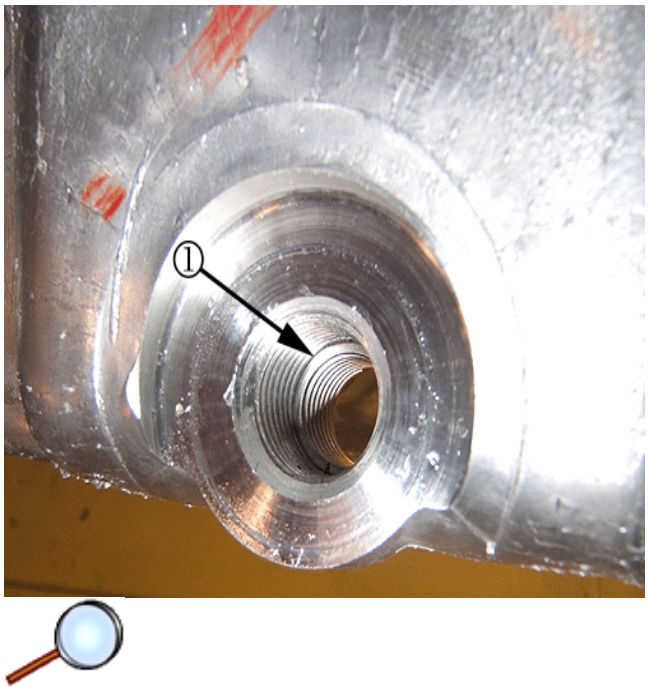
7. **Tighten**
   Tighten the oil pan drain plug to 25 N·m(18 lb ft).

    4.2. Check the engine oil on the engine oil level indicator to the normal operating range. No further action is required.

    4.3. *For unsold dealer inventory vehicles:* If YES, drain the engine oil and proceed with this bulletin to install a new insert. Do Not replace the engine oil filter

    4.4. *For customer owned vehicles:* If YES, drain the engine oil, remove the oil filter and proceed with this bulletin to install a new insert

10.

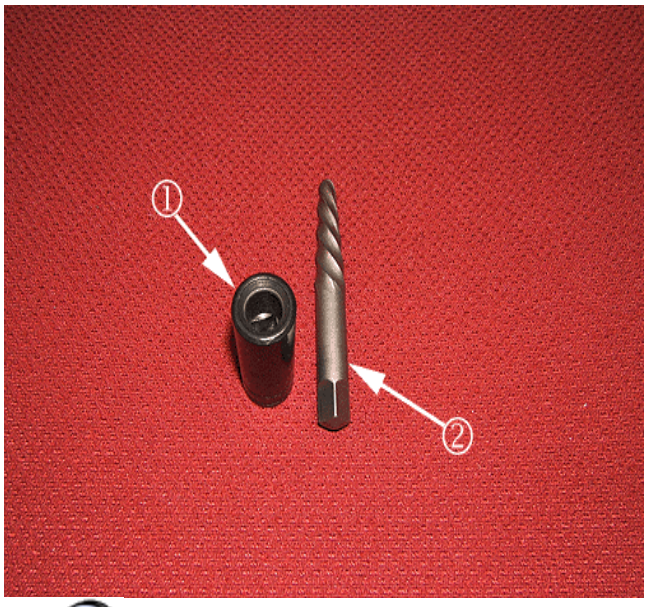


- If the oil pan thread insert (1) is installed too deeply inside the oil pan drain plug hole, refer to Step 5.

11.

- If the oil pan thread insert (1) came out with the drain plug, install a new insert, refer to Step 7.

12.

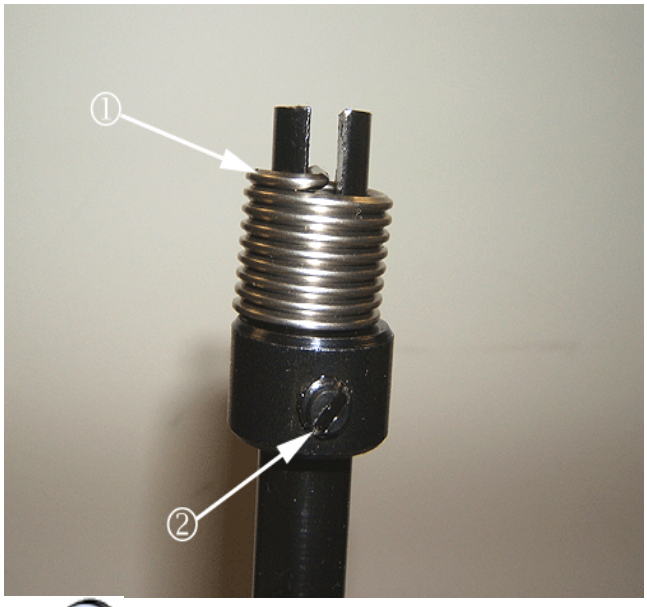


13. Obtain a 3/8 in. drive tap socket (1) and a Number 5 Spiral Flute Screw Extractor (2) or equivalent.

Caution: The spiral extractor may bind when removing the thread insert from the oil pan. Reverse the direction of the ratchet (1) to eliminate the bind by turning the spiral retracting tool half a turn back into the oil pan. It may be necessary to repeat this several times while removing the thread insert.

Failure to eliminate the bind may damage the oil pan threads, requiring a tap to clean up the threads.

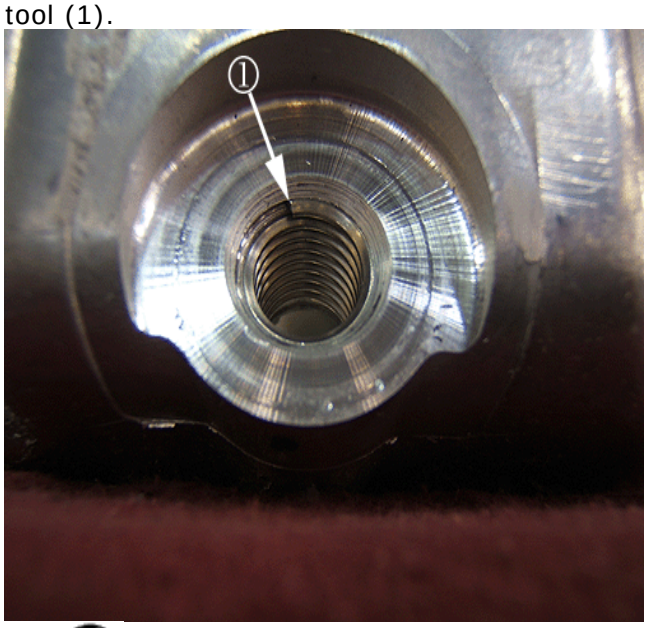
14. Remove the old thread insert from the oil pan using a Number 5 Spiral Flute Screw Extractor.



Important: The thread insert tang (1) should be facing up on the installation tool. The tool stop (2) may require adjustment prior to installing the insert into the oil pan as shown.

15. Place the new thread insert (1) onto the installation tool with the tang up inside the tool slot, and then adjust the tool stop (2) until the insert tang is centered in the slot.

16. Install the new thread insert into the oil pan drain hole using the installation tool (1).



17. Install the new thread insert (1) a half turn below the outer sealing surface of the oil pan.

18. Remove the installation tool.

19. Twist off the center tang (1) using long needle nose pliers. If the tang (1) fell into the oil pan, use a small pin or wire magnet to retrieve the tang.
20. Inspect the engine oil pan drain plug seal. If the seal is damaged, replace as necessary.

    Reinstall the engine oil pan drain plug with seal and tighten.

    Tighten
    Tighten the oil pan drain plug to 25 N·m(18 lb ft).

21. Lower the vehicle.
22. Install a new engine oil filter for customer owned vehicles ONLY. Refer to Engine Oil Filter Replacement in SI. Do Not replace the engine oil filter on vehicles in dealer inventory.
23. Fill the engine crankcase with 4.7L (5 qt) of the specified engine oil. Refer to the Owner Manual section in SI, under "Service and Appearance Care". Go to Capacities and Specifications.

    - Vehicles equipped with the (2.4L) L4 Engine require a special oil meeting GM Standard GM6094M. SAE 5W-30 is best for the vehicle. If you are in an area of extreme cold, where the temperature falls below -20°F (-29°C), use either an SAE 5W-30 synthetic oil or an SAE 0W-30 oil.
    - Vehicles equipped with the (2.0L) L4 Engine only, require a special oil meeting GM Standard GM4718M, such as Mobil 1® or equivalent. Oils meeting this standard may be identified as synthetic. However, not all synthetic oils will meet this GM standard. Use only oil that meets GM Standard GM4718M.

25. Start the engine and raise the vehicle.

26. Inspect for oil leaks. If leaking, refer to Oil Leak Diagnosis in SI.
27. Lower the vehicle.
28. Shut the engine off.
29. Check the engine oil level indicator and top off the engine oil to the appropriate normal operating range.

Courtesy Transportation - For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Customer Notification - For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Customer Notification - For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Dealer Program Responsibility - All

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2009.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service through June 30, 2009, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

June 2008

Dear General Motors Customer:

We have learned that your 2008 model year Chevrolet Cobalt, Cobalt SS, HHR, HHR SS, Malibu, Malibu Hybrid; Pontiac G5, G6, Solstice, Solstice GXP; Saturn Aura, Aura Hybrid, SKY, SKY Redline, VUE, or VUE Hybrid, equipped with a 2.0L or 2.4L 4-cylinder engine, may have been produced with an undersize engine oil drain plug thread insert. This condition is not cause for immediate concern, as the drain plug was properly tightened at the factory. If your vehicle has the condition, it could result in difficulty reinstalling the drain plug in the course of an engine oil change.

Your satisfaction with your Chevrolet Cobalt, Cobalt SS, HHR, HHR SS, Malibu, Malibu Hybrid; Pontiac G5, G6, Solstice, Solstice GXP; Saturn Aura, Aura Hybrid, SKY, SKY Redline, VUE, or VUE Hybrid is very important to us, so we are announcing a program to inspect for this condition in your vehicle and fix it, if necessary. To minimize your inconvenience, this service will be performed along with your first engine oil and filter change, which will be done at no cost to you.

What We Will Do: Your dealer/retailer will inspect and, if necessary, replace the engine oil drain plug thread insert with a new insert of the correct size. Your dealer/retailer will also change your engine oil and filter. This service will be performed for you at *no charge until June 30, 2009* .

What You Should Do: Please refer to your vehicle maintenance schedule to determine when your first engine oil change will be due, based on your driving habits. When your first oil change is due, to limit any possible inconvenience, we recommend that you contact your dealer/retailer to schedule an appointment for this repair. By scheduling an appointment, your dealer/retailer can ensure that the necessary parts will be available on your scheduled appointment date.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer/retailer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer/retailer, or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure

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